



Our team is dedicated to providing you with opportunities for life-enriching experiences and service that is second to none

JOB DESCRIPTION

JOB TITLE: Recreation Leader

REPORTS TO: Center Director/Assistant Center Director

DEPARTMENT: Operations & Guest Services

FLSA STATUS: Part-time, Non-Exempt, Hourly

DEFINITION: Under direct supervision of the Director or Assistant Director, performs a variety of clerical duties including cashiering, data entry, record keeping and report generation, provides rule enforcement and ensures cleanliness at the District owned and operated community centers, parks or recreational areas and performs related work as required.

DISTINGUISHING CHARACTERISTICS: This position is responsible for maintaining the operations of a District facility during open hours, performing general housekeeping, conducting parking lot patrol, picking up trash, enforcing rules and ensuring the safe operation of equipment. Administers basic first aid if necessary and keeps proper records. Work hours must be flexible, working evenings, weekends and holidays.

ESSENTIAL DUTIES & RESPONSIBILITIES include the following. Other duties may be assigned.

Safety

- Ensures that guests are aware of and comply with all facility policies, rules and regulations.
- Follows maintenance schedule and performs cleaning and maintenance functions to ensure proper working condition of facility equipment. Reports any deficiency in function and appearance.
- Maintains clear and effective communication with facility supervisory staff to keep them promptly informed on all matters.
- Maintains a safe and clean environment by performing general housekeeping duties (including cleaning the restrooms) and litter removal.

Courtesy

- Presents a service oriented, positive, and enthusiastic image of the District. Initiates conversations with guests to provide excellence in service.
- Provides quality service for all guests and effectively deals with conflicts or concerns.
- Responsible for successfully and accurately handling phone inquiries.
- Cooperates and coordinates with other staff members in the provision of District services and activities.

Image

- Conducts facility tours
- Effectively deals with public comment and concern.

- Maintains complete knowledge of District programs and conveys correct information in a courteous manner.
- May assist with the completion and tabulation of guest satisfaction and program participation surveys.

Efficiency

- Completes and maintains accurate records and reports including but not limited to phone messages, radio logs, maintenance schedule, and cleaning schedule.
- Completes set-up and tear down for facility rentals.
- Enters registrations and reservations into the computer.
- Collects reservation fees and sign-up requests.
- Updates and accurately enters data into a computer.
- Assists with the sales, accurate stocking and tracking inventory for concessions.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Considerable knowledge of:

- Strong public relation and customer service skills
- General office practices; records management and file maintenance procedures
- Modern office equipment procedures and practices
- Cashiering
- Basic recreational activities

Desirable: Principles of park and facility janitorial requirements, District recreation programs content and schedules and principles of recreation practices.

Ability to:

- Operate a computer keyboard, cash register, calculator and standard office equipment.
- Operate a personal computer to utilize basic word processing, time tracking and basic spreadsheet applications.
- Establish and maintain working relationships and communication with customers, fellow colleagues, supervisors, various groups, organizations and the public.
- Prepare documents, correspondence and reports accurately and compiles information in a timely manner
- Accept and implement directives
- Organize and complete work in accordance with deadlines
- Correctly enter, record and verify transactions
- Create, generate and maintain operating records and reports.
- Demonstrates enthusiasm and motivation for programs and facilities.
- Read, understand, follow and carryout written instructions; understand, follow and carryout verbal instructions.

Language Skills - ability to respond to common inquiries or complaints from guests. Ability to communicate effectively both orally and in writing.

Mathematical Skills - ability to calculate figures and amounts such as discounts, interest and commissions.

Reasoning Ability - ability to define problems, collect data, establish facts, and draw valid conclusions.

EDUCATION/EXPERIENCE/TRAINING

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Education attainment equivalent to a high school diploma.

Experience: Some customer service experience (at least six months to one year).

Desired Experience: Recreational experience from any combination of work experience or personal experience.

Special Condition of Employment: A current certification in first aid and cardiopulmonary resuscitation (CPR) is a condition of initial and continued employment in this position.

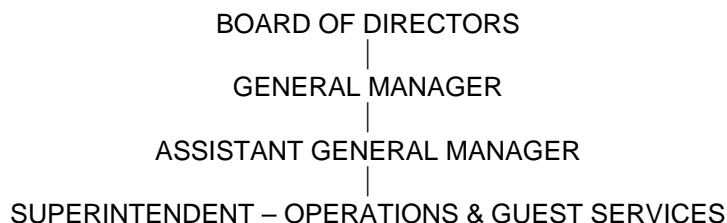
PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The employee is required to work within a recreation environment.
- While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel.
- The employee frequently is required to perform work on a computer.
- The employee frequently is required to walk, sit, and talk or hear.
- The employee occasionally is required to withstand outside elements including extreme heat, rain, wind, etc.
- The employee is occasionally required to stand; climb or balance; stoop, kneel, crouch, or crawl.
- The employee must occasionally lift and/or move up to 50 pounds with assistance.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The noise level in the work environment is a moderate noise level due to the nature of a recreation center. Appropriate personal protective equipment is available if necessary.

ORGANIZATIONAL RELATIONSHIP:



CENTER DIRECTOR

ASSISTANT CENTER DIRECTOR

RECREATION LEADER